

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Diana Hynek
Departmental Paperwork Clearance Officer
Office of the Chief Information Officer
14th and Constitution Ave. NW.
Room 6625
Washington, DC 20230

07/22/2005

In accordance with the Paperwork Reduction Act, OMB has taken the following action on your request for the extension of approval of an information collection received on 03/21/2005.

TITLE: NOAA Customer Surveys

AGENCY FORM NUMBER(S): None

ACTION : APPROVED WITH CHANGE

OMB NO.: 0648-0342

EXPIRATION DATE: 07/31/2008

BURDEN:	RESPONSES	HOURS	COSTS(\$,000)
Previous	70,000	1,800	0
New	18,573	1,337	0
Difference	-51,427	-463	0
Program Change		0	0
Adjustment		-463	0

TERMS OF CLEARANCE:

OMB approves this ICR under the same Terms of Clearance as the approval under the OMB Control Number date 6/23/1998. However, in addition, each submission must include a complete Supporting Statement - Part B.

OMB Authorizing Official	Title
Donald R. Arbuckle	Deputy Administrator, Office of Information and Regulatory Affairs

PAPERWORK REDUCTION ACT SUBMISSION

Please read the instructions before completing this form. For additional forms or assistance in completing this form, contact your agency's Paperwork Clearance Officer. Send two copies of this form, the collection instrument to be reviewed, the supporting statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington, DC 20503.

1. Agency/Subagency originating request	2. OMB control number b. <input type="checkbox"/> None a. _____ - _____
3. Type of information collection (<i>check one</i>) a. <input type="checkbox"/> New Collection b. <input type="checkbox"/> Revision of a currently approved collection c. <input type="checkbox"/> Extension of a currently approved collection d. <input type="checkbox"/> Reinstatement, without change, of a previously approved collection for which approval has expired e. <input type="checkbox"/> Reinstatement, with change, of a previously approved collection for which approval has expired f. <input type="checkbox"/> Existing collection in use without an OMB control number For b-f, note Item A2 of Supporting Statement instructions	4. Type of review requested (<i>check one</i>) a. <input type="checkbox"/> Regular submission b. <input type="checkbox"/> Emergency - Approval requested by _____ / _____ / _____ c. <input type="checkbox"/> Delegated 5. Small entities Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> Yes <input type="checkbox"/> No 6. Requested expiration date a. <input type="checkbox"/> Three years from approval date b. <input type="checkbox"/> Other Specify: _____ / _____
7. Title	
8. Agency form number(s) (<i>if applicable</i>)	
9. Keywords	
10. Abstract	
11. Affected public (<i>Mark primary with "P" and all others that apply with "x"</i>) a. <input type="checkbox"/> Individuals or households d. <input type="checkbox"/> Farms b. <input type="checkbox"/> Business or other for-profit e. <input type="checkbox"/> Federal Government c. <input type="checkbox"/> Not-for-profit institutions f. <input type="checkbox"/> State, Local or Tribal Government	12. Obligation to respond (<i>check one</i>) a. <input type="checkbox"/> Voluntary b. <input type="checkbox"/> Required to obtain or retain benefits c. <input type="checkbox"/> Mandatory
13. Annual recordkeeping and reporting burden a. Number of respondents _____ b. Total annual responses _____ 1. Percentage of these responses collected electronically _____ % c. Total annual hours requested _____ d. Current OMB inventory _____ e. Difference _____ f. Explanation of difference 1. Program change _____ 2. Adjustment _____	14. Annual reporting and recordkeeping cost burden (<i>in thousands of dollars</i>) a. Total annualized capital/startup costs _____ b. Total annual costs (O&M) _____ c. Total annualized cost requested _____ d. Current OMB inventory _____ e. Difference _____ f. Explanation of difference 1. Program change _____ 2. Adjustment _____
15. Purpose of information collection (<i>Mark primary with "P" and all others that apply with "X"</i>) a. <input type="checkbox"/> Application for benefits e. <input type="checkbox"/> Program planning or management b. <input type="checkbox"/> Program evaluation f. <input type="checkbox"/> Research c. <input type="checkbox"/> General purpose statistics g. <input type="checkbox"/> Regulatory or compliance d. <input type="checkbox"/> Audit	16. Frequency of recordkeeping or reporting (<i>check all that apply</i>) a. <input type="checkbox"/> Recordkeeping b. <input type="checkbox"/> Third party disclosure c. <input type="checkbox"/> Reporting 1. <input type="checkbox"/> On occasion 2. <input type="checkbox"/> Weekly 3. <input type="checkbox"/> Monthly 4. <input type="checkbox"/> Quarterly 5. <input type="checkbox"/> Semi-annually 6. <input type="checkbox"/> Annually 7. <input type="checkbox"/> Biennially 8. <input type="checkbox"/> Other (describe) _____
17. Statistical methods Does this information collection employ statistical methods <input type="checkbox"/> Yes <input type="checkbox"/> No	18. Agency Contact (person who can best answer questions regarding the content of this submission) Name: _____ Phone: _____

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal Agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9

NOTE: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320.8(b)(3), appear at the end of the instructions. *The certification is to be made with reference to those regulatory provisions as set forth in the instructions.*

The following is a summary of the topics, regarding the proposed collection of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It used plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention period for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary, required for a benefit, mandatory);
 - (v) Nature and extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected (see note in Item 19 of instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of the provisions, identify the item below and explain the reason in Item 18 of the Supporting Statement.

Signature of Senior Official or designee

Date

Agency Certification (signature of Assistant Administrator, Deputy Assistant Administrator, Line Office Chief Information Officer, head of MB staff for L.O.s, or of the Director of a Program or StaffOffice)	
Signature	Date
Signature of NOAA Clearance Officer	
Signature	Date

SUPPORTING STATEMENT
NOAA Customer Surveys
OMB CONTROL NO. 0648-0342

A. JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary.

This is a request for renewal of a generic clearance for voluntary customer surveys to be conducted by NOAA program offices, and is submitted following the guidelines contained in the OMB Resource Manual for Customer Surveys. In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to be able to continue to gather customer feedback on services and/or products, which can be used in planning for service/product modification and prioritization.

Under this generic clearance, individual offices would continue use of approved questionnaires and develop new questionnaires, as needed, by selecting subsets of the approved set of collection questions and tailoring those specific questions to be meaningful for their particular programs. These proposed questionnaires would then be submitted through a fast-track request for approval process. A proposed questionnaire would then be submitted to the NOAA Clearance Officer. If the latter finds that the proposal appears to be consistent with the generic clearance, the proposal would be forwarded through the Department of Commerce to NOAA's OMB Desk Officer for fast-track review and inclusion on the OMB public docket. Only after this action has taken place will the NOAA Clearance Officer give approval for the survey to take place. During NOAA's annual Information Collection Budget process, information will be submitted on the actual burden and how the results were used (information on burden and use are also included below). *The generic clearance will not be used to survey any bodies NOAA regulates unless precautions are taken to ensure that the respondents believe that they are not under any risk for not responding or for the contents of their responses; e.g. in no survey to such a population will the names and addresses of respondents be required. Currently there are no such surveys being submitted for approval.*

Two sets of survey questions are used for generation of program-level questionnaires:

1) "Quantitative Questions" seeks to obtain numerical ratings from respondents on their satisfaction with various aspects of the product or service they obtained – satisfaction with the quality of the product, the courtesy of the staff, the format of and documentation for data received, and similar standard types of questions. The offices using such questions are able to determine which aspects of their program need improvement, or have improved. The rating system is intended to aid the respondents in identifying their relative level of satisfaction in particular areas, and is not generally intended to be used to establish numerical performance goals or as part of any complex statistical analyses over time. The potential benefits of the latter are outweighed by the difficulties in ensuring that the data is unbiased and fully representational of customers.

2) "Qualitative Questions" are more focused on who is using the product and service, how it is being used, and the medium or format in which the respondent would like to see data provided.

The respondent is also given an opportunity to make specific suggestions on what new products or services should be offered or on how existing products or services could be improved.

2. Explain how, by whom, how frequently, and for what purpose the information will be used. If the information collected will be disseminated to the public or used to support information that will be disseminated to the public, then explain how the collection complies with all applicable Information Quality Guidelines.

The responses to the quantitative questionnaires will be used by the sponsoring program office to determine the customers' satisfaction with the level of service and products delivered, identifying perceived weaknesses in those products or services. Information such as this will be used to help direct program improvement efforts.

The uses of the qualitative questions are somewhat different. Rather than seeking information on the degree of customer satisfaction, the objectives are more complex. Questions 1, 5, 6, and 7 seek information on what product/service was received, suggestions about improving the product or its format, and suggestions for other products or services. This information will assist the program office in better identifying the needs of customers by providing more specific data. For instance, responses concerning formats will be used to help determine which products the users are most interested in seeing through the program website. Questions 2, 3, 4, and 9 seek information that will help the program office identify the types of users for specific products and how they use those products.

The NOAA line offices have been expending significant effort to review, report on, and act on the information gathered from their surveys. Many programs have used the NOAA Website Customer Survey, posted on their individual program area sites, soliciting responses specifically about those sites. Examples of how the response information is utilized include a wide variety of modifications made to the content, scope and navigation of the program websites. The conclusion of one survey coordinator (*see the National Marine Fisheries Service site comments below*) was "The survey tool is voluntary, and is an elegant, low-cost, and easy way to obtain user feedback. It would be very beneficial to the government and the public to continue its use."

One of the more specialized surveys, on the National Environmental Satellite, Data and Information Service's Data Centers site, has solicited significant comments on how to maintain or improve access to program data. Two feedback request forms from Oceanic and Atmospheric Research (OAR) provide information about customer usage and their diversity, and allow notification of subsets of user respondents of program or data changes applicable to them, rather than broadcasting emails to the complete user universe. Other surveys gather feedback on experimental products, to be used in product modification as indicated.

The surveys for which NOAA is requesting renewal are listed below. Following are examples of how information collected by specific surveys has been used. Copies of all surveys follow the generic questions at the end of this support statement.

Survey Name	# Responses	Burden Hours
1. NOAA Web Site Customer Satisfaction (<i>administered through NOS, all line offices other than NWS, results sorted by and available to each participating program</i>)	935	78
2 (a). NOAA Web Site Customer Satisfaction (NWS)	185	31
2 (b). Alaska Fisheries Science Center (AFSC) Customer Website	350	6
3. NOS - Survey of Commercial and Recreational Mariner Needs for Nautical Charts	1,800	180
4. OAR - TAO Array Web Data Distribution	1,400	23
5. OAR - OSCAR Data Feedback Request Form	353	6
6. NWS - Experimental Products/Services	1,680	154
7. NWS - Advanced Hydrologic Prediction Services	700	50
8. NWS - Eastern Region Marine Forecast	2,345	196
9. NWS - Eastern Region Weather Radio	712	178
10. NWS - Eastern Region Emergency Manager	80	7
11. NWS - Eastern Region Media	52	26
12. NWS - Eastern Region Aviation	51	5
13. NESDIS - Data Center Customer Satisfaction	7,930	397
TOTALS	18,573	1,337

The **NOAA Web Site Customer Satisfaction survey** is administered by the National Ocean Service (NOS) and implemented on 13 separate Web sites, for programs under NOS, National Marine Fisheries Service (NMFS), National Environmental Satellite, Data and Information Service (NESDIS) and Oceanic and Atmospheric Research (OAR). Data is collected into a single database, separated by the individual Web site on which it is implemented. An administrator is able to view survey results for each Web site and act upon these results as appropriate. The following provide examples as to how the survey data has or will be used:

Survey implemented on: <http://oceanexplorer.noaa.gov>

One example of how the customer satisfaction survey results have been used to better the Ocean Explorer Web site, came from a text response to question 12, "Do you have suggestions about improving the content and organization of our site?". The respondent asked for an easier way to report errors throughout the site. As a result, a java script was researched and added to the bottom of all pages accessed through the link 'Report Error on This Page'. When clicked, this java script generates an auto-addressed email message containing the URL of the page being viewed along with the title of the page from which they clicked on this link, in the body of the message. The user can then type in his/her error report and send it off.

Survey implemented on: Marine Protected Areas site <http://mpa.gov>

One example of how the customer satisfaction survey results have been used to better the U.S. Marine Protected Areas Web site was based on a comment from a respondent who was frustrated at the perceived lack of regular updates to the site. As a result, the National Marine Protected Areas Center revamped the home page to feature two update sections that, for the past year, have been updated on a weekly (and sometimes daily) basis. We have seen an increased number of users who access/download information or documents linked from these two features.

Another comment received from more than one respondent concerned the level of content and the capacity to understand it. While respondents appreciated the amount and variety of information available, they expressed that the majority of the content was written at a graduate level or for a government audience. Based on these comments, the MPA Center made a significant effort to identify as many target audiences as possible and attempt to include content that was written at a more accessible level (high school to college level). Much effort has been made to remove acronyms and other jargon or technical language, where appropriate. The content is now reviewed on a quarterly basis and updated or revised as needed, keeping in mind target audiences and their needs. In addition, the MPA Center is considering adding a section on the MPA.gov website just for students (high-school level), that would provide more basic information.

Survey implemented on: Northwest Fisheries Science Center <http://www.nwfsc.noaa.gov>

One example of how the customer satisfaction survey results have been used to better the Northwest Fisheries Science Center site came from a text response to question 11, "Do you have suggestions about improving the look and feel of our site?". The respondent wrote: "Yes - have a contact button where addresses and phone numbers are readily available for your regional offices with a link to an individual name search."

Although we have a "Contact Us" link in the main navigation bar on the home page, we also added a link at the bottom of the page, so that the link will appear on each page (every page that includes the footer template.) When you click on the link, it provides several other links: to the staff directory page where you can also search for a name, to the regional directory, to the NOAA locator, etc.

Survey implemented on: National Marine Fisheries Service site <http://www.nmfs.noaa.gov/pr/>

The Office of Protected Resources in NOAA Fisheries just invested six months in a redesign of our web site, launched last month. The customer satisfaction survey will be a critical component in measuring how we're doing, and what we can improve. Measuring web statistics is helpful, but it is only part of the picture. All Federal agencies should be using tools to obtain feedback from constituents about their web sites, to improve their customer service and meet public expectations. The survey tool is voluntary, and is an elegant, low-cost, and easy way to obtain user feedback. It would be very beneficial to the government and the public to continue its use.

Survey implemented on: National Geophysical Data Center site <http://www.ngdc.noaa.gov>

Previous Survey feedback indicated that users were not finding the magnetic declination page. The problem appeared to be that the NGDC home page was organized around Divisions and people did not know where to go within our internal structure. This was compounded by the problem that there are many different "names" for magnetic declination and folks did not recognize any but the one name they are familiar with.

NESDIS used feedback from the Survey to change the way we are linking to the declination page, making the NGDC home page "Divisionless" and adding links to the page under the various terminology users were searching for and not finding. Now users tend to go to "Data" from the home page and find the link to declination through one of the various names provided.

Based on more recent feedback, we will work on adding a U.S. Historic declination calculator for values back to 1750, allow input of the elevation in feet as well as meters and kilometers, and experiment with a dynamic compass rose based on the declination results.

Alaska Fisheries Science Center <http://www.afsc.noaa.gov>

Survey results have been used to gauge the types of people accessing the AFSC website and the information they seek. This information guides the website managers in developing content for the site.

Oceanic and Atmospheric Research (OAR)

The Tropical Atmosphere Ocean (TAO) Project Home Page is <http://www.pmel.noaa.gov/tao>

The TAO Array Web Data Distribution feedback request form is used as a metric of customer usage and diversity of users of TAO/ Triangle Trans-Ocean Buoy Network (TRITON)/ Pilot Research Moored Array in the Tropical Atlantic (PIRATA) data. In addition, TAO data delivery is under transition to NDBC, during which time customer usage on both PMEL and NDBC web sites will be used to ensure a successful transition. User requests are also used to inform applicable subsets about updates, corrections and improvements to data which they have downloaded. In September 2004, customer survey data was used to notify users who had downloaded current meter data since February 2004. In February 2002, we notified a small number of users who had downloaded meteorological data in files which had instrument heights indicated in error. In each case, the survey data made it possible to notify only the small number of users who were impacted by the updates, rather than to "spam" a much larger community of users.

The Ocean Surface Current Analyses – Real Time (OSCAR) Home Page is <http://www.oscar.noaa.gov>

The OSCAR Data feedback request form is used as a metric of customer usage and diversity of users of OSCAR data. The form has been completed 471 times since September 2003. The information has allowed the OSCAR project to assess the uses to which the data is being put in order to evaluate the current usefulness of the data and the ways in which the website can be

improved to provide better customer service and satisfaction. A few users have suggested improvements.

National Ocean Service (NOS)

Survey of Commercial and Recreational Mariner Needs for Nautical Charts: NOAA is responsible for producing and distributing the nautical charting products covering the coastal waterways of the United States and its territories. The users of these navigational products can be broadly described as commercial mariners and recreational boaters.

Executive Order 12862, issued in conjunction with the 1993 National Performance Review initiative, requires all Federal agencies to conduct at least one customer satisfaction survey each year.

Answers to survey questions by users of NOAA's nautical products have been used to revise/modify these products and services to better meet user needs. Recent surveys have asked about new products such as acceptance and ease of use of print-on-demand nautical charts (format, content, material, etc.) and Electronic Navigational Charts.

National Weather Service

The Advanced Hydrologic Prediction Services (AHPS) Survey at <http://weather.gov/survey/nws-survey.php?code=AHPS-SR> collects comments and suggestions about the AHPS Web pages. This information is the primary input Office of Climate, Water and Weather Service uses to develop requirements for enhanced hydrologic Web services. It drives the evolution of these Web pages. This is a customized use of the **NWS Experimental Products/Services** survey.

NWS Eastern Region Marine Forecast Survey: This survey has revealed that dissemination of marine forecast information on NWR is most important. A major result is that the office reviewed broadcast cycles of NWRs serving marine areas to assure that all marine forecast information was included.

NWS Eastern Region National Weather Radio (NWR) Survey: As a result of the survey, one office gives added attention to marine visibility in coastal forecast and several offices have shortened the length of NWR broadcast cycles.

NWS Eastern Region Emergency Manager Survey: As a result of the survey, one office added details to the climate summary broadcast on the National Weather Radio (NWR), needed EMWIN support was added and the office maintained the Hazardous Weather Outlook (HWO) broadcast on NWR.

National Environmental Satellite, Data and Information Service (NESDIS)

NESDIS Data Center Customer Survey: The preliminary summary of a recent compilation of data from this survey was presented at the NOAA Data Users' Workshop held in Boulder, CO in June 2003. The updated draft of this summary may be viewed and printed from <http://www.ncdc.noaa.gov/oa/climate/climateproducts.html>, specifically at

<http://ams.confex.com/ams/pdfpapers/71854.pdf>.

In addition to the information the customers provided in the survey, the program received 188 recommendations from the data users' workshop and there are action plans for 65% of them. The most frequent requests were: 1) Maintain human customer interface; 2) Ensure the overall user community has input into decisions concerning archive data; 3) Continue user workshops; 4) Integrate multiple data sources so that users can access all data with one entry point; 5) Shorten "data to user" cycle time. The link to a workshop action web page where one may view all of the progress made is: <http://www5.ncdc.noaa.gov/nndc/workshop/>

The improvements in the program homepage and the web sites associated with it had the most noticeable customer impact. As stated in the conclusions of the survey summary, "While a large majority of on line users found the data easy to locate, others found the web sites cumbersome to navigate." A Web Design team consisting of Customer Services Representatives (CSRs), representatives from the Data Access Branch (responsible for online access) and some other employees, worked on the redesign of the web sites and the searching process. Customers are now able to find more of the online data/products they need without assistance. "The comments the CSRs receive from customers, regarding online data accessibility, are very complimentary. We are continuing to expand e-Commerce and the accessibility of products, data and metadata via web interfaces."

It is anticipated that the information collected will be disseminated to the public or used to support publicly disseminated information. As explained in the preceding paragraphs, the information gathered has utility. The information collection under "NOAA Customer Surveys" is designed to yield data that meet applicable information quality guidelines. Prior to any dissemination, the information will meet the quality control measures and pre-dissemination review requirements of the NOAA Information Quality Guidelines (see <http://www.noaanews.noaa.gov/stories/iq.htm>).

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological techniques or other forms of information technology.

Currently, virtually all of the information collection is through on line responses to surveys posted on program websites.

4. Describe efforts to identify duplication.

A team with representatives from all of NOAA's major organizations helped to develop the questions and identify any current efforts. While there may be other customer surveys planned that will be the subject of separate clearance requests, NOAA is confident that the procedures in place ensure that no current or future survey will duplicate any other similar survey within the program area involved.

5. If the collection of information involves small businesses or other small entities, describe the methods used to minimize burden.

While small businesses will be respondents to some of the surveys, the burden on any respondent

is expected to be minimal. Response to all surveys will continue to be voluntary.

6. Describe the consequences to the Federal program or policy activities if the collection is not conducted or is conducted less frequently.

If these surveys were not conducted, the program offices would not be able to determine which areas of their program should be altered to provide better service to the public. The frequency of surveys will vary. Some will be conducted once a year, while others will be on-going (such as Data Center questions sent out with deliveries of data and some Web site questionnaires). The latter approach is deemed especially useful when asking questions about specific products and formats, rather than about general satisfaction with a program, since the program office is most likely to get helpful information from respondents at the time a product is received or a Home Page is used, rather than later as part of some annual survey.

7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with OMB guidelines.

Respondents who choose to complete surveys on the Web will obviously be responding in less than thirty calendar days from when they receive the request. In those surveys where a questionnaire is attached to each product delivery, a person who frequently orders products will receive more than one request quarterly, but all responses are voluntary.

8. Provide a copy of the PRA Federal Register notice that solicited public comments on the information collection prior to this submission. Summarize the public comments received in response to that notice and describe the actions taken by the agency in response to those comments. Describe the efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

The Federal Register notice soliciting public comments is attached. No comments were received.

9. Explain any decisions to provide payments or gifts to respondents, other than remuneration of contractors or grantees.

No payment or gift will be given for any response.

10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation, or agency policy.

There will be no assurance of confidentiality; responses themselves will be public information.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

No sensitive questions will be asked.

12. Provide an estimate in hours of the burden of the collection of information.

A total of 18,573 individual responses is expected annually, with an average response time of approximately 4 minutes, resulting in 1337 burden hours (it is possible that there may be more than one response per respondent per year, but this information is not tracked).

13. Provide an estimate of the total annual cost burden to the respondents or record-keepers resulting from the collection (excluding the value of the burden hours in #12 above).

There will be no cost to respondents.

14. Provide estimates of annualized cost to the Federal government.

All surveys will be conducted and analyzed in-house as part of program planning.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB 83-I.

Several of the surveys included in the previous collection are not to be renewed. Thus, the estimated burden hours have decreased from 1,800 to 1,337, a decrease of 463 hours.

16. For collections whose results will be published, outline the plans for tabulation and publication.

Aggregated results will be posted on the applicable websites as needed, to share with users as part of information to be imparted about planned program or product changes.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons why display would be inappropriate.

All surveys will display the OMB expiration date.

18. Explain each exception to the certification statement identified in Item 19 of the OMB 83-I.

No exceptions are requested.

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

(If your collection does not employ statistical methods, just say that and delete the following five questions from the format.)

At this time no proposed NOAA customer survey has plans to employ statistical methods to select respondents or analyze results. If and when a survey is proposed that will use such methods, those methods will be described as part of the review of the specific survey instrument.

QUANTITATIVE QUESTIONS

Circle the number that indicates your degree of satisfaction.

	Not at all satisfied			Extremely satisfied			Not applicable
1. Quality of product/service received	1	2	3	4	5		N/A
2. Timeliness of response to request	1	2	3	4	5		N/A
3. Cost of product/service received	1	2	3	4	5		N/A
4. Courtesy of staff who dealt with you	1	2	3	4	5		N/A
5. Expertise of staff in dealing with your needs	1	2	3	4	5		N/A
6. Degree that product/service met your needs	1	2	3	4	5		N/A
7. Degree of bureaucracy that had to be dealt with	1	2	3	4	5		N/A
8. Clarity and accuracy of responses from staff to your questions prior to sale	1	2	3	4	5		N/A
9. Clarity and accuracy of responses from staff to your question after sale	1	2	3	4	5		N/A
10. Ease in reaching correct NOAA office to deal with your request	1	2	3	4	5		N/A
11. Format data was received in	1	2	3	4	5		N/A
12. Documentation on data received	1	2	3	4	5		N/A

13. Description of data in catalogs and directories	1	2	3	4	5	N/A
14. Accessibility of data desired	1	2	3	4	5	N/A
15. Overall satisfaction with service received	1	2	3	4	5	N/A
16. Overall satisfaction compared with services/data obtained from private sector	1	2	3	4	5	N/A
17. Overall satisfaction compared with services/data obtained from other Federal agencies	1	2	3	4	5	N/A

Your name and address are requested, but are not necessary for your comments to be considered.

Name: _____

Address: _____

QUALITATIVE QUESTIONS

These questions can either provide blanks for entries or provide a list of possible answers relevant to the specific organization or service being provided.

1. What product/service did you obtain? *(Program office may insert boxes relevant to the products/services it provides)* _____
2. How did you find out about the product/service? *(Program office may insert boxes relevant to the products/services it provides)* _____
3. What is your affiliation?

<input type="checkbox"/> Individual	<input type="checkbox"/> Student/teacher K – 12	<input type="checkbox"/> University student
<input type="checkbox"/> University faculty/staff	<input type="checkbox"/> Other research institution	<input type="checkbox"/> Business/industry
<input type="checkbox"/> NOAA	<input type="checkbox"/> Other Federal government	<input type="checkbox"/> News/Media
<input type="checkbox"/> State/local government	<input type="checkbox"/> Other _____	
4. How frequently do you request products/services from (sponsoring office)?

<input type="checkbox"/> Frequently (>once a month)	<input type="checkbox"/> Regularly (>twice a year)
<input type="checkbox"/> Infrequently (once a year or less)	<input type="checkbox"/> First-time user
5. Do you have suggestions as to how (sponsoring office) can improve its products or services?
(Program office may insert boxes relevant to the products/services it provides)

6. What new products/services would you like to see offered? _____
(Program office may insert boxes relevant to the products/services it provides)

7. What format would you like to see data provided in?

<input type="checkbox"/> CD-ROM	<input type="checkbox"/> On-line	<input type="checkbox"/> 3480 tape	<input type="checkbox"/> FTP
<input type="checkbox"/> Paper	<input type="checkbox"/> ASCII file	<input type="checkbox"/> Other _____	
8. Will you use our products/services again? ☐ Yes ☐ No
9. What will be the primary use of the product/service?

<input type="checkbox"/> Scientific research	<input type="checkbox"/> Business	<input type="checkbox"/> Legal
<input type="checkbox"/> Education	<input type="checkbox"/> Personal	<input type="checkbox"/> Other _____

Add name and address block from quantitative form if that form will not be used.



NOAA Web Site Customer Satisfaction Survey

(OMB Control Number 0648-0342)
Expires 3/31/2005

Please rate your level of satisfaction with the following aspects of our site:

1) Your overall impression of our site:

Extremely satisfied

Satisfied

Neutral

Dissatisfied

Extremely
dissatisfied

2) Ability to navigate within our site:

Extremely satisfied

Satisfied

Neutral

Dissatisfied

Extremely
dissatisfied

3) Accessibility of information:

Extremely satisfied

Satisfied

Neutral

Dissatisfied

Extremely
dissatisfied

4) Organization of information:

Extremely satisfied

Satisfied

Neutral

Dissatisfied

Extremely
dissatisfied

5) Appearance of our site:

Extremely satisfied

Satisfied

Neutral

Dissatisfied

Extremely
dissatisfied

6) How often do you visit our site?

Daily

Weekly

Monthly

Occasionally

Once

7) If you were looking for specific information, were you able to find it?

Yes, easily

Yes, but it took some
effort

Only part of it

No

I was just browsing

8) How do you plan to use the information provided on our site?

9) Which best describes you/your affiliation?

10) How did you find our site?

11) Do you have suggestions about improving the look and feel of our site?

12) Do you have suggestions about improving the content and organization of our site?

Thank you for completing the survey! Please click the Submit button to send us your responses.

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, CIO-PPA1, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

[Privacy Policy](#)



OMB Control No. 0648-0342
Expires 3-31-05

The web developers at the Alaska Fisheries Science Center are interested in your feedback. We appreciate your participation in this brief survey.

1) Which best describes you
or your affiliation?

2) What information were you looking for?

3) Were you satisfied with the results of your visit?

- ❖ Yes
- ❖ Somewhat
- ❖ No

Comments:

4) How can we improve our site?

Submit

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No

confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 6 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

2004 CHART USERS SURVEY



Strategy, Research & Action Ltd,
29, Lyon
Newport Coast, CA 92657
Tel: (949)-760-3980
E-Mail: sra@dircon.co.uk
Website: <http://www.s-r-a.com>

The National Ocean Service (NOAA) is responsible for producing and distributing the nautical charting products covering the coastal waterways of the United States. The information from this survey will be used to better identify the users of NOAA nautical products, to determine the most efficient and economical way to fulfil the mission of NOAA.

**THIS QUESTIONNAIRE IS EASY TO COMPLETE AND WILL ONLY TAKE 10 MINUTES OF YOUR TIME.
YOUR HELP IN THIS SURVEY IS APPRECIATED.**

Q.1. Which activities and services of NOAA are you aware of?

CHECK ALL THAT APPLY

Paper Charts	<input type="checkbox"/>	1(9)	
Electronic Navigation Charts	<input type="checkbox"/>	2	
Raster Nautical Charts	<input type="checkbox"/>	3	
Chart on Demand	<input type="checkbox"/>	4	
Nautical Chart Users Guide	<input type="checkbox"/>	5	
Co-operative Charting	<input type="checkbox"/>	6	
Customized Charts for Pilots	<input type="checkbox"/>	7	
Historical Charts	<input type="checkbox"/>	8	
Coast Pilot	<input type="checkbox"/>	9	
Coastal Map and Vector Shoreline	<input type="checkbox"/>	0	
MapFinder	<input type="checkbox"/>	X	
National Survey Plan	<input type="checkbox"/>	Y	
Bathy/Topo/Shoreline	<input type="checkbox"/>	1 (10)	
Now COAST	<input type="checkbox"/>	2	
Tides and Currents	<input type="checkbox"/>	3	
Physical Oceanographic Real Time System (PORTS)	<input type="checkbox"/>	4	
On-line catalog	<input type="checkbox"/>	5	
On-line notice to mariners Chart update	<input type="checkbox"/>	6	
None	<input type="checkbox"/>	7	

Q.2. And which of these activities and services of NOAA have you bought/used in the last 12 months?

CHECK ALL THAT APPLY

Paper Charts	<input type="checkbox"/>	1(11)	
Electronic Navigation Charts	<input type="checkbox"/>	2	
Raster Nautical Charts	<input type="checkbox"/>	3	
Chart on Demand	<input type="checkbox"/>	4	
Nautical Chart Users Guide	<input type="checkbox"/>	5	
Co-operative Charting	<input type="checkbox"/>	6	
Customized Charts for Pilots	<input type="checkbox"/>	7	
Historical Charts	<input type="checkbox"/>	8	
Coast Pilot	<input type="checkbox"/>	9	
Coastal Map and Vector Shoreline	<input type="checkbox"/>	0	
MapFinder	<input type="checkbox"/>	X	
National Survey Plan	<input type="checkbox"/>	Y	
Bathy/Topo/Shoreline	<input type="checkbox"/>	1 (12)	
Now COAST	<input type="checkbox"/>	2	
Tides and Currents	<input type="checkbox"/>	3	
Physical Oceanographic Real Time System (PORTS)	<input type="checkbox"/>	4	
On-line catalog	<input type="checkbox"/>	5	
On-line notice to mariners Chart update	<input type="checkbox"/>	6	
None	<input type="checkbox"/>	7	

NOW WE WOULD LIKE TO ASK YOU SOME QUESTIONS ABOUT THE NOAA SERVICES

Q.3 How satisfied are you with the services provided by NOAA?
CHECK ONE ONLY

Very satisfied	<input type="checkbox"/>	1(13)
Satisfied	<input type="checkbox"/>	2
Neither satisfied nor Unsatisfied	<input type="checkbox"/>	3
Unsatisfied	<input type="checkbox"/>	4
Very unsatisfied	<input type="checkbox"/>	5

Q.5 How did you find out about NOAA products and services?
CHECK ALL THAT APPLY

Recommendation	<input type="checkbox"/>	1(15)
Via a NOAA mailing	<input type="checkbox"/>	2
Via the NOAA Website	<input type="checkbox"/>	3
Via a Chart Agent	<input type="checkbox"/>	4
From NOAA advertising	<input type="checkbox"/>	5
From a Trade Show	<input type="checkbox"/>	6
From Professional Training	<input type="checkbox"/>	7

Q.4. Have you had any of the following contact with NOAA in the last 12 months?
CHECK ALL THAT APPLY

Bought a product from a NOAA sales agent	<input type="checkbox"/>	1(14)
Called NOAA customer services for information	<input type="checkbox"/>	2
Called NOAA distribution service for information	<input type="checkbox"/>	3
Placed an order from an online catalog	<input type="checkbox"/>	4
Received a visit from a NOAA Navigation Manager	<input type="checkbox"/>	5
Called NOAA Business Offices for information	<input type="checkbox"/>	6
None of these	<input type="checkbox"/>	7

Q.6 Please list any marine organizations you are affiliated with?
WRITE IN UP TO 6 ORGANIZATIONS

	<input type="checkbox"/>	1 (16)	
	<input type="checkbox"/>	2	
	<input type="checkbox"/>	3	
	<input type="checkbox"/>	4	
	<input type="checkbox"/>	5	
	<input type="checkbox"/>	6	

7. Please look at each of the NOAA services listed below and rate each for how satisfied you have been with the services provided? **CHECK ONE FOR EACH**

[illegible]

Q.8. Some of NOAA's users have made suggestions to us in this research as to how NOAA can improve its products and services in the future. Looking at the statements below please indicate for each whether you agree or disagree.

<u>CHECK ONE FOR EACH SERVICE</u>	VERY SATISFIED	<i>SATISFIED</i>	NEITHER SATISFIED NOR UNSATISFIED	UNSATISFIED	VERY UNSATISFIED	NO OPINION /NOT APPLICABLE	
NOAA's products and services have improved over the last 3 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(31)
NOAA should carry out more surveys in Ports and Harbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(32)
NOAA should carry out more surveys in near coast waters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(33)
NOAA should carry out more surveys along US coastlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(34)
NOAA should carry out more surveys of sailing routes along US coastlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(35)
NOAA should provide more up to date information in or on Coast Pilot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(36)
There should more photographs of Harbor entrances in Coast Pilot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(37)
The price of paper and electronic Charts should be reduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(38)
There should be some free Charts available on the NOAA Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(39)
I tend to buy and use NOAA Charts for safety reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(40)
I tend to buy Charts published by Commercial Publishers for additional use for navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(41)
I tend to feel secure using NOAA products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(42)
I tend to feel secure using Charts published by Commercial Publishers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(43)

NOW SOME OTHER INFORMATION TO HELP US TO DECIDE ON COMMUNICATIONS

Q.9 Which of the following marine publications have you read or looked at in the last 12 months? <u>CHECK ALL THAT APPLY</u>			
Boating	<input type="checkbox"/>	1 (44)	
Cruising World	<input type="checkbox"/>	2	
Fairplay, The International Shipping Weekly	<input type="checkbox"/>	3	
Maritime Reporter and Engineering News	<input type="checkbox"/>	4	
Motorboat/Sailing	<input type="checkbox"/>	5	
Motorboating and Yachting	<input type="checkbox"/>	6	
National Fisherman	<input type="checkbox"/>	7	
Ocean Navigator	<input type="checkbox"/>	8	
Ocean Voyager	<input type="checkbox"/>	9	
Pacific Maritime	<input type="checkbox"/>	0	
Powerboat	<input type="checkbox"/>	X	
Power and Motor Yacht	<input type="checkbox"/>	Y	
Professional Mariner	<input type="checkbox"/>	1 (45)	
Safety at Sea International	<input type="checkbox"/>	2	
Sail	<input type="checkbox"/>	3	
Sailing World	<input type="checkbox"/>	4	
Sea Technology	<input type="checkbox"/>	5	
Soundings	<input type="checkbox"/>	6	
Workboat	<input type="checkbox"/>	7	
Yachting	<input type="checkbox"/>	8	

Q.10. How long have you been a professional, commercial or recreational mariner?

CHECK ONE AS APPROPRIATE

YEARS	Professional	Commercial	Recreational		
Less than 2 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 - 3 (46)	
2 to 5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4 - 6	
6 to 10 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7 - 9	
11 to 15 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0 - Y	
16 to 20 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1 - 3 (47)	
21 to 25 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4 - 6	
Over 25 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7 - 9	

Q.11 What is your primary use of NOAA products or services?

CHECK ONE ONLY

Commercial Navigation	<input type="checkbox"/>	1 (47)	
Recreational Navigation	<input type="checkbox"/>	2	
Scientific Research	<input type="checkbox"/>	3	
Educational studies	<input type="checkbox"/>	4	
Reference/Library use	<input type="checkbox"/>	5	
Legal use	<input type="checkbox"/>	6	
General information	<input type="checkbox"/>	7	

Q.12 Which type of vessel do you operate, work on or sail? **CHECK ONE ONLY**

Powerboat	<input type="checkbox"/>	1 (48)	
Sail Boat	<input type="checkbox"/>	2	
Fishing Boat	<input type="checkbox"/>	3	
Container Ship	<input type="checkbox"/>	4	
General Cargo Ship	<input type="checkbox"/>	5	
Tanker	<input type="checkbox"/>	6	
Bulk Carrier	<input type="checkbox"/>	7	
Passenger Vessel	<input type="checkbox"/>	8	
Tug Boat	<input type="checkbox"/>	9	
Not applicable to my use of Charts	<input type="checkbox"/>	0	



PLEASE PROVIDE THE FOLLOWING INFORMATION TO ASSIST US WITH CLASSIFYING THE SURVEY

Your name:.....

Your Job Title:.....

Your Organisation:.....

Your Address:.....

.....

.....

Tel: (..) - -

Fax:() - -

E-Mail:.....

AND TO CLOSE WE WOULD APRECIATE IT IF YOU COULD GIVE US THE FOLLOWING INFORMATION:

Are you interested in taking part in future research completed by NOAA?

Yes ☐ 1(49)

No ☐ 2

Are you interested in receiving a Summary of the Research?

Yes ☐ 1(50)

No ☐ 2

Space to (80)

THANK YOU TAKING PART IN THIS SURVEY

OMB Control # 0648 - 0342

Expires xx/xx/xxxx

Paperwork Reduction Act Information:

In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services/products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name and address. Public reporting burden for this collection of information is estimated to average 10 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Richard Roberts, CIO-PPA1, Station 9823, 1315, East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

If you use these data in publications, please acknowledge the TAO Project Office. Also, we would appreciate receiving a preprint and/or reprint of publications utilizing the data for inclusion in the TAO bibliography. Relevant publications should be sent to:

TAO Project Office
NOAA/Pacific Marine Environmental Laboratory
7600 Sand Point Way NE
Seattle, WA 98115

Registration information is voluntary and for internal use only. The information you provide will allow us to notify you of any TAO and PIRATA real-time [updates or modifications](#) relevant to your selections. To obtain data without registering, simply click on the deliver button. For more information, please see our [Privacy and Paperwork Reduction Act Policy](#).

Registration:

Full Name

Email Address

Your Organization

One sentence description of your intended use of the data

OMB control # 0648-0342, expires March 31, 2005





OSCAR

Ocean Surface Current Analyses - Real time

[Home](#)
[Project Overview](#)
[Data Display & Download](#)
[General Interest](#)
[Data Download](#)
[Lat-Lon Map](#)
[Lat-Time Section](#)
[Time Series Plot](#)
[Time-Lon Section](#)

Data Display & Download

[Data Download for Mean Ocean Surface Current](#)
[Non-Java Version](#)

Data Type: 5-day Mean Monthly Mean Long Term Mean (1993-2003)

Filter Type: filtered unfiltered

Variable Type: U & V mean U & V anomaly

Location: (Enter Longitude and Latitude Range in boxes below,
OR mouse-drag over map to select region.)

Date Range: to

If you use OSCAR data in publications, please acknowledge the OSCAR Project Office. Also, we would appreciate receiving a preprint and/or reprint of publications utilizing these data for inclusion in the OSCAR bibliography. These publications should be sent to:

OSCAR Project Office
Earth and Space Research
1910 Fairview Ave E, Suite 102
Seattle WA 98102-3620

Registration information is voluntary and for internal use only. The information you provide will allow us to notify you of any OSCAR data update. To obtain data without registering, simply click on the "Delivery Data" button. For more information, please see our [Privacy and Paperwork Reduction Act Notice](#).

Registration:

Name:

Organization:

Email:

One sentence description of your intended use of the data:

OMB control # 0648-0342, expires 03/31/2005

[Download Data](#)

Note: Note: the OSCAR data are now available on a 5-day time base (resolution does not change), with some additional improvement. [Click for details.](#)

New!: The OSCAR data are now available through OPeNDAP/DODS at <http://www.epic.noaa.gov/dapper/oscar>.

Reference: Bonjean F. and G.S.E. Lagerloef, 2002: Diagnostic Model and Analysis of the Surface Currents in the Tropical Pacific Ocean, Journal of Physical Oceanography, Vol. 32, No. 10, pages 2938-2954.

Disclaimer: The surface current information is for evaluation only, and not to be used for navigation. The accuracy is not precisely known. We welcome your evaluations, opinions and suggestions. Please send comments or questions to webmaster.oscar@noaa.gov.

[Home](#) | [Project Overview](#) | [Data Display & Download](#) | [General Interest](#)

[OSCAR Project Office](#)
[Earth and Space Research](#)
1910 Fairview Ave E, Suite #210
Seattle WA 98102-3620



webmast.oscar@noaa.gov
[Credits](#) | [Disclaimer](#) | [Privacy](#)
[Policy](#)



National Oceanic and Atmospheric Administration's National Weather Service


[Site Map](#)
[News](#)
[Organization](#)
[Search](#)

Local forecast by
"City, St"

[Home](#) -> Customer Survey

NWS Customer Survey for Official and Experimental Products/Services

OMB Control Number 0648-0342 Expires 3-31-2005

Note:, this survey is intended to document your satisfaction with this experimental product or service and to collect suggestions for improvements. We are not able to respond to questions you may submit in this survey. If you want to ask a question, please hit the "Back" button on your browser and select the "Ask Questions" link, or you can use the [comment/feedback link on this page](#).

- Privacy Policy -

Name of Product/Service:

1. On a scale of 0 to 10 (10 highest), rate technical quality of this product/service (e.g., forecast accuracy, timeliness, problems with display).

Please provide specific comments below.

2. On a scale of 0 to 10 (10 highest), rate how easy you found the product/service to interpret and use.

Please provide any suggestions for improving the usability of this product.

3. What features did you like or find useful?

Warnings

Current
By State...

Observations

Radar
Satellite
Snow Cover
Space
Surface Weather...

Forecasts

Local
Graphical
Aviation
Marine
Hurricanes
Severe Weather
Fire Weather
Climate...

Forecast Models

Numerical Models
Statistical Models...

Weather Safety

Weather Radio
Hazard Assmt...

Education/Outreach

Information Center

Past Weather
Glossary
Tsunamis
Publications...

Careers

Contact Us

FAQ
Comments...

4. What features did you not like? (Explain briefly)

5. How often do you use this product/service?

If other, explain:

6. Tell us how you plan to use the information provided in this product/service (e. g., information only, to support personal decision-making, to support business decision making, etc)?

7. Comments on the Product/Service Description Document (documentation) provided.

8. Any additional comments/suggestions concerning this product/service.

9. What is your affiliation?

If other, explain:

Your name, e-mail, and address are requested so that we may verify comments/ suggestions if necessary.

Name:

E-Mail Address:

Street Address:

City:

State:

Zipcode:

Thank You

[- Privacy Policy -](#)

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/ products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Richard Roberts, CIO-PPA1, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

US Dept of Commerce
National Oceanic and Atmospheric Administration
National Weather Service
1325 East West Highway
Silver Spring, MD 20910
Page Author: NWS Internet Services Team
Page last Modified: Tue 15 July, 2003 10:07 AM

[Disclaimer](#)
[Feedback](#)

[Privacy Policy](#)
[Credits](#)



National Oceanic and Atmospheric Administration's National Weather Service


[Site Map](#)
[News](#)
[Organization](#)
[Search](#)

Local forecast by
"City, St"

[Home](#) -> Customer Survey

NWS Customer Survey for Official and Experimental Products/Services

OMB Control Number 0648-0342 Expires 3-31-2005

Note:, this survey is intended to document your satisfaction with this experimental product or service and to collect suggestions for improvements. We are not able to respond to questions you may submit in this survey. If you want to ask a question, please hit the "Back" button on your browser and select the "Ask Questions" link, or you can use the [comment/feedback link on this page](#).

- Privacy Policy -

Name of Product/Service: *Advanced Hydrologic Prediction Service*

1. On a scale of 0 to 10 (10 highest), rate technical quality of this product/service (e.g., forecast accuracy, timeliness, problems with display).

Please provide specific comments below.

2. On a scale of 0 to 10 (10 highest), rate how easy you found the product/service to interpret and use.

Please provide any suggestions for improving the usability of this product.

3. What features did you like or find useful?

Warnings

Current
By State...

Observations

Radar
Satellite
Snow Cover
Space
Surface Weather...

Forecasts

Local
Graphical
Aviation
Marine
Hurricanes
Severe Weather
Fire Weather
Climate...

Forecast Models

Numerical Models
Statistical Models...

Weather Safety

Weather Radio
Hazard Assmt...

Education/Outreach Information Center

Past Weather
Glossary
Tsunamis
Publications...

Careers

Contact Us
FAQ
Comments...

4. What features did you not like? (Explain briefly)

5. How often do you use this product/service?

If other, explain:

6. Tell us how you plan to use the information provided in this product/service (e. g., information only, to support personal decision-making, to support business decision making, etc)?

7. Comments on the Product/Service Description Document (documentation) provided.

8. Any additional comments/suggestions concerning this product/service.

9. What is your affiliation?

If other, explain:

Your name, e-mail, and address are requested so that we may verify comments/ suggestions if necessary.

Name:

E-Mail Address:

Street Address:

City:

State:

Zipcode:

Thank You

[- Privacy Policy -](#)

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/ products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, CIO-PPA1, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

US Dept of Commerce
National Oceanic and Atmospheric Administration
National Weather Service
1325 East West Highway
Silver Spring, MD 20910
Page Author: NWS Internet Services Team
Page last Modified: Tue 15 July, 2003 10:07 AM

[Disclaimer](#)
[Feedback](#)

[Privacy Policy](#)
[Credits](#)

Paperwork Reduction Act
DOC/NOAA Customer Survey Clearance Submission
OMB Control Number 0648-0342

NOAA Subagency National Weather Service	
Title Eastern Region Mariner Survey	
Burden Hour Estimates <div style="display: flex; justify-content: space-between;"><div>Number of respondents _____</div><div>Total Burden Hours _____</div></div> <div style="display: flex; justify-content: space-between;"><div>Hours Per Response <u>.083 (5 min.)</u></div><div>Cumulative Burden Hours Under Program Clearance</div></div>	
Agency Contact Name: Phone:	
Certification: The collection of information requested by this submission meets the requirement of the OMB approval for OMB control number 0648-0342. <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of Program Official</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of NOAA Paperwork Clearance Officer</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>OIRA</div><div>Date</div></div>	

Expires xx/xx/xxxx

National Weather Service (NWS) Eastern Region Mariner Survey

Today's Date:

Location of Survey:

Please circle the answer that applies most closely to you.

1. What type of vessel do you operate?
 - a) Commercial/business
 - b) Recreational Powerboat
 - c) Recreational Sailboat
 - d) Other _____
2. Where do you do most of your boating?
 - a) within 25 nm of shore
 - b) beyond 25 nm of shore
 - c) in harbors and bays
 - d) other _____
3. Before leaving port, how do you obtain weather information?
 - a) Television
 - b) NOAA website
 - c) Private sector website
 - d) NOAA Weather Radio
 - e) Coast Guard broadcast of maps
 - f) Telephone recording
 - g) Other (please specify source _____)
4. Once at sea, how do you obtain weather information?
 - a) Television
 - b) NOAA website
 - c) Private sector website
 - d) NOAA Weather Radio
 - e) Coast Guard broadcast of maps
 - f) Telephone recording
 - g) Other (please specify source _____)
5. In your opinion, what is the best technology to obtain real-time weather information at sea?
6. Do you use marine buoy weather observations for your marine operations?

Yes

No

7. Do you believe enough marine weather buoys are deployed to serve your information needs?

Yes

No

8. Based on your experience, are there specific locations where wind, wave or weather forecasts are frequently erroneous? If so, please describe the problem, and where and when it occurs:

9. If you could recommend one change to improve NWS marine service to you, what would it be?

Thank You!

Your name and address are requested, but are not necessary for your comments to be considered.

Name: _____

Address: _____

E-mail Address: _____

OMB Control # 0648-0342
Expires xx/xx/xxxx

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No

confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Richard Roberts, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Supplemental Questions

- 1) This survey will be conducted by forecasters from National Weather Service Weather Forecast Offices (WFOs) with coastal water or near-shore marine forecast responsibility in the eastern United States.

The specific WFOs include: Caribou, ME; Gray, ME; Taunton, MA; Upton, NY; Mt. Holly, NJ; Sterling, VA; Wakefield, VA; Newport, NC; Wilmington, NC; Charleston, SC; Cleveland, OH and Buffalo, NY.

The marine forecasts provide wind, sea height and weather conditions along the coastline five days into the future.

The customers include all mariners plying the Atlantic coastal or Lake Erie/Ontario waters.

Currently, marine forecasts are provided over NOAA Weather Radio, NOAA Weather Wire Service, the Internet, phone recordings and Coast Guard broadcasts.

- 2) This survey was developed after reviewing examples of approved OMB qualitative and quantitative surveys.

Draft surveys were distributed to NWS field offices for their comments, as well as Rick Roberts, the NOAA Paperwork Clearance Officer.

Mr. Roberts gave comments regarding statistical pitfalls of surveys, and noted that sampling biases often cause OMB to reject surveys.

- 3) The surveys will be available for mariners to fill out at NWS booths during local boat shows, fish expos, power squadron/Coast Guard Auxiliary meetings, coast days and marine user committee meetings.

The sampling procedure is to make the surveys available at the venues listed above, with a sign requesting voluntary participation in the survey.

The percentage of customers who will respond to a survey at public gatherings (boat shows, fish expos and coast days) is less than 1% of all event attendees. However, it is estimated that of those visiting the NWS booth, about 1 in 10 will respond. Power squadron/CG Auxiliary and marine user

committee response rates will likely exceed 70% of attendees.

There are no actions planned to increase response rates, as this is not a scientific or statistical survey.

4) The results of this survey will be used to determine:

- a) If there are any user groups we are unaware of (# 1),
- b) If people are boating in areas other than the coastal waters, which our WFOs do not make forecasts for (# 2),
- c) How different user groups obtain marine information before leaving shore and at sea, and more importantly, if there are new technologies that people want that we should know about (#s 3-7), and
- c) If there are particular locations or times when NWS forecasts seem to be erroneous, so we can pay closer attention to those areas (#s 8 and 9).

No statistical techniques will be used to analyze this data.

The data will not be used to draw statistical conclusions or generalize results to the entire marine population, nor is it intended to measure a GPRA performance measure.

Paperwork Reduction Act
DOC/NOAA Customer Survey Clearance Submission
OMB Control Number 0648-0342

NOAA Subagency National Weather Service	
Title National Weather Service, NOAA Weather Radio Survey	
Burden Hour Estimates <div style="display: flex; justify-content: space-between;"><div>Number of respondents ____</div><div>Total Burden Hours ____</div></div> <div style="display: flex; justify-content: space-between;"><div>Hours Per Response <u>15 min.</u></div><div>Cumulative Burden Hours Under Program Clearance</div></div>	
Agency Contact Name: Richard Roberts Phone:	
Certification: The collection of information requested by this submission meets the requirement of the OMB approval for OMB control number 0648-0342. <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of Program Official</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of NOAA Paperwork Clearance Officer</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>OIRA</div><div>Date</div></div>	

National Weather Service (NWS) NOAA Weather Radio (NWR) Survey

National Weather Services (NWS) offices in the Eastern Region (ME, VT, NH, MA, CN, PA, NY, MD, VA, WV, NC, and SC) are seeking suggestions on how to enhance weather products and services currently broadcast an NOAA Weather Radio in your area. Your voluntary participation in the following survey would be appreciated.

- 1. Where are you located? (City or town)**

- 2. Which NWR station(s) do you tune into? (List call letters or transmitter location)**

- 3. How do you receive the NWR broadcasts? (Circle all that apply)**
 - A) Dedicated Weather Radio
 - B) Scanner
 - C) Marine Radio or Multi-band radio
 - D) Retransmission on TV/Cable
 - E) Other (please explain)

- 4. What time of day do you most frequently listen to NWR? (Circle all that apply)**
 - A) Morning (5 am - 12 pm)
 - B) Afternoon (12 pm - 5 pm)
 - D) Evening (5 pm - 8 pm)
 - E) Night (8 pm - 5 am)

- 5. Which segment of our broadcast best fits your needs? (Circle all that apply)**
 - A) Current Weather Conditions
 - B) Areas Forecast
 - C) Extended Forecast
 - D) Short-Term Forecast / Radar Summary
 - E) Coastal Marine Forecast
 - F) Climate (daily High/Low & records)
 - H) Offshore Forecast
 - I) Tides
 - J) Tropical Weather Outlook
 - K) Rip Current Forecast
 - L) Warnings

- 6. Is there any weather information, currently NOT being broadcast, which you feel needs to be added? (Circle one)**

Yes / No

If Yes, please specify. (Use the back of this page if more room is needed)

OMB# 0648-0342

Expires xx/xx/xxxx

- 7. How are the NWR weather broadcasts used in your day-to-day activities? (Circle all that apply)**
 - A) Farming
 - F) Planning day / dress

- B) Regional travel
- C) Recreational Boating/Fishing
- D) Camping / Hunting
- E) General Interest

- G) Business / Commercial
- H) Gardening / Yard work
- I) Bad weather preparedness
- J) Other (Please specify)

8. The National Weather Service strives to serve the community. In terms of meeting your overall weather needs, how useful are the NWR broadcasts? What suggestions do you have for broadcast improvement.

9. During times of adverse/severe weather (thunderstorms, tornadoes, hurricanes, floods and winter storms) do the you feel the NWR broadcasts keep you abreast of the developing situation? (Circle one)

Yes / No

If No, please make suggestions on how to improve NWR broadcasts during adverse /severe weather.

10. Please make suggestions on how NWR broadcasts can be improved with respect to the following...

Broadcast Cycle Length -

Broadcast Clarity -

Accuracy -

Your name and address are requested, but are not necessary for your comments to be considered.

Name: _____ email: _____

Address: _____

OMB# 0648-0342

Expires 07/31/2004

Paperwork Reduction Act Information: In accordance with the National Weather Service Strategic Plan, and the Eastern Region Operating Plan, and good management practice, NWS offices in the Eastern Region seek to determine whether their customers are satisfied with the services and/or products they are receiving via NOAA Weather Radio broadcasts and whether they have suggestions as to how the broadcasts may be improved or made more useful. The information will be used to improve NWS NOAA

Weather Radio Broadcasts in Eastern Region. The results are not being used to measure a Government Performance Results Act (GPRA) measure. Responses to this survey are completely voluntary. The customer population is not being sampled in order to extrapolate the results to the entire customer population. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average **15** minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Richard Roberts, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Answers to Supplemental Questions for DOC/NOAA Customer Survey Clearance (OMB Control Number 0648-0342)

1. National Weather Service Eastern Region will be conducting this survey. Copies of the survey will be made available to all Eastern Region Weather Forecast Offices (WFOs) who provide NOAA Weather Radio broadcasts used by the general public, media, and government agencies. This survey will be distributed by the WFOs to various customer groups including the general public.

2. This survey was developed to establish a very generalized understanding of customer use of, and customer satisfaction with NOAA Weather Radio broadcasts across the Eastern Region of the National Weather Service. National Weather Service Eastern Region assembled a team of representatives from various WFO=s and developed a survey that represents the entire Eastern Region of the National Weather Service. Personal contact was made with Richard Roberts, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910 via several conference calls, for advice on requesting clearance.

3. WFOs will conduct the surveys in their county warning areas of responsibility by informing those customers who listen to NOAA Weather Radio of the survey=s availability. The survey=s availability can be made known to the customers via NOAA Weather Radio broadcasts, newsletters, meetings with partners and users, and the Internet. The survey questions may be hand delivered during meetings and conferences with the customer groups or they may be mailed out upon request. The number of responses will vary between the various WFOs since the population base varies greatly from one WFO to another. Approximately 40% of the total surveys issued in the Eastern Region of the NWS (around 5000 responses) are expected to be returned. Responses to the surveys will be received by the appropriate WFO and upon return of the surveys, the WFO will compile and consolidate the results in order gain a sense of the respondents= satisfaction and track the suggestions respondents provide concerning NOAA Weather Radio broadcasts. These results will be forward to Eastern Region Headquarters, care of the Regional Warning Coordination Meteorologist in Meteorological Services Division, for analysis and a summary of the responses from across the region.

4. It is hoped the results of this qualitative survey will allow WFOs to identify types of users or uses of NOAA Weather Radio that are not currently known and provide potentially useful information to the WFO even if the percentage of customers responding is low. It will be important for the WFOs to understand what services those respondents are receiving from the NOAA Weather Radio broadcasts; how often and by what means those individuals access the broadcasts; what purposes the broadcasts are used for; and what suggestions those respondents may have for product and broadcast improvement. This will provide WFOs with an understanding of the respondents= needs for weather information and allow respondents to provide suggestions concerning products and services provided via NOAA Weather Radio broadcasts. The results are not being used to measure a Government Performance Results Act (GPRA) measure. The customer population is not being sampled in order to extrapolate the results to the entire customer population. **The results will be evaluated to detect whether or not there are consistent areas of concern among the respondents.** Suggestions for improvements to NOAA Weather Radio broadcasts made by the respondents will be considered by the WFO for implementation in local NOAA Weather Radio broadcasts. When appropriate and if possible, WFO personnel will try to contact respondents who provide suggestions to discuss further.

National Weather Service (NWS) Emergency Management Survey

Date _____

1. County population _____

2. How do you receive NWS products or information?

- _____ Dedicated weather communications circuits (e.g., NOAA Weather Wire Service)
- _____ EMWIN
- _____ Law Enforcement Communications System
- _____ NOAA Weather Radio
- _____ Internet
- _____ Cable TV
- _____ Other _____

3. Does your county have NWR coverage? Yes No

a.) What percentage of the county has NWR coverage? _____

1. What geographical portion of the county doesn't have NWR coverage? ____

b.) What NWR station(s) provide coverage? _____

4. What dissemination system(s) are used within the county for NWS warnings?

- _____ Sirens
- _____ Cable Television Override
- _____ County Wide Radio System
- _____ Other (list)

5. What NWS products do you use?

- ☐ Current weather conditions
- ☐ Short Term forecasts
- ☐ Daily weather forecasts
- ☐ Marine weather forecasts
- ☐ Aviation weather forecasts
- ☐ Hydrologic forecasts
- ☐ Fire weather forecasts
- ☐ Monthly & seasonal climatological outlooks

6. Do you use graphical products? Yes No

a.) If so, what products? _____

7. Is there any weather information or products that the NWS doesn't currently provide that you would like to see provided? _____

8. What systems do you envision using in the future to receive NWS forecasts and warnings?

9. What is your opinion of the quality of NWS forecasts?

Excellent Very Good Good Fair Poor

10. What is your opinion of the quality of NWS warnings?

Excellent Very Good Good Fair Poor

11. What is your opinion of the timeliness of NWS warnings?

Excellent Very Good Good Fair Poor

12. Are you familiar with the StormReady program? Yes No

a.) If yes, are you a StormReady County/Community? Yes No

b.) If your county/community is not StormReady now, are you interested in becoming StormReady? Yes No

13. Please provide any other comments that you feel would help us improve our partnership or our products and services.

Your name and address are requested, but are not necessary for your comments to be considered.

Name: _____

Agency: _____

Address: _____

OMB Control # 0648-0342
Expires xx/xx/xxxx

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance

Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied

with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA=s

products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for

responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average _4_ minutes per response. Send comments regarding this burden estimate or

any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject

to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork

Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

MEDIA SURVEY

by interview

1. What is your definition of weather significant enough to deserve immediate relay to the public?

Interviewer will check parameters mentioned on the left, and enter numeric threshold values or descriptors on the right of the parameter.

<input type="checkbox"/> Rain	<input type="checkbox"/>	<input type="checkbox"/> Hail	<input type="checkbox"/>	<input type="checkbox"/> Black Ice	<input type="checkbox"/>
<input type="checkbox"/> Lightning	<input type="checkbox"/>	<input type="checkbox"/> Tornadoes	<input type="checkbox"/>	<input type="checkbox"/> Sleet/IP	<input type="checkbox"/>
<input type="checkbox"/> Temperature	<input type="checkbox"/>	<input type="checkbox"/> Wind	<input type="checkbox"/>	<input type="checkbox"/> Drizzle	<input type="checkbox"/>
<input type="checkbox"/> Sky Cond.	<input type="checkbox"/>	<input type="checkbox"/> Humidity	<input type="checkbox"/>	<input type="checkbox"/> Frzg Drzzl	<input type="checkbox"/>
<input type="checkbox"/> Visibility	<input type="checkbox"/>	<input type="checkbox"/> Snow	<input type="checkbox"/>	<input type="checkbox"/> Snw Pellts	<input type="checkbox"/>
<input type="checkbox"/> Frost	<input type="checkbox"/>	<input type="checkbox"/> Frzng Rain	<input type="checkbox"/>	<input type="checkbox"/> Ice Crystls	<input type="checkbox"/>
<input type="checkbox"/> Snw Grains	<input type="checkbox"/>	<input type="checkbox"/> Ice Fog	<input type="checkbox"/>		
<input type="checkbox"/> Blowing Snw	<input type="checkbox"/>	<input type="checkbox"/> Drifting Snw	<input type="checkbox"/>		

2. What weather products do you receive that you:
-find "useless" -find "essential" -have set up for automated notification (i.e. EAS relay, tone alert weather radio, bells, tones or lights on a computer terminal?)

Interviewer will fill in "U", "E" or "A" per user response

<input type="checkbox"/> NOW	<input type="checkbox"/> SPS	<input type="checkbox"/> RWS	<input type="checkbox"/> ZFP	<input type="checkbox"/> CLI	<input type="checkbox"/> TOR
<input type="checkbox"/> SVR	<input type="checkbox"/> SVS	<input type="checkbox"/> SFP	<input type="checkbox"/> PNS	<input type="checkbox"/> NPW	<input type="checkbox"/> WSW
<input type="checkbox"/> FFW	<input type="checkbox"/> FLW	<input type="checkbox"/> FFS	<input type="checkbox"/> FFA	<input type="checkbox"/> FLS	<input type="checkbox"/> ESF
<input type="checkbox"/> OPU	<input type="checkbox"/> SWR	<input type="checkbox"/> FWF	<input type="checkbox"/> SFD	<input type="checkbox"/> WCR	<input type="checkbox"/> CEM
<input type="checkbox"/> QPS					

3. How do you receive weather products?

<input type="checkbox"/> Weather Radio	<input type="checkbox"/> Weather Wire	<input type="checkbox"/> IWIN
<input type="checkbox"/> Associated Press	<input type="checkbox"/> UPI	<input type="checkbox"/> WSI
<input type="checkbox"/> CompuWeather	<input type="checkbox"/> DTN	<input type="checkbox"/> TWC
<input type="checkbox"/> Fleet Weather	<input type="checkbox"/> AccuWeather	<input type="checkbox"/> Farmers Almanac
<input type="checkbox"/> Other _____		

4. What kind of weather information do you want, or anticipate wanting, that you presently do not receive?

5. What further suggestions do you have for us which would help us better serve you?

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA=s products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 30 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA Clearance Officer, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Supplemental Questions for DOC/NOAA Customer Survey Clearance (OMB Control Number 0648-0342)

1. This survey is intended to be used by a meteorologist at a NWS Weather Forecast Office (WFO), in an interview format. WFOs provide a wide array of weather data, forecasts, warnings and statements to all types of media outlets. That information is provided directly via the internet, and indirectly via various weather information vendors. The information is provided for the purpose of informing and protecting the general public.

2. The original version of this survey was developed by the service team at WFO Albany, NY, in consultation with the Communication Department at the University at Albany, SUNY.

3. The interview might be by telephone or in person. The form will be completed by the Weather Service person conducting the interview. While the form is compact, the discussion it generates is likely to help the Weather Service better understand media needs, and give the media person being interviewed the opportunity to give input to, question, and better understand, the various Weather Service products available.

The audience is limited to known media outlets in the office=s service area, for which contact lists are maintained by the office. On average, each office serves approximately 30 media outlets, but rural offices may serve as few as 10, while offices in major urban areas may serve over 150. Those contacted would be the persons responsible for coordinating weather services provided by the office. The people contacted are known to, and aware of, the Weather Service office serving them. That combination of familiarity and interactive contact is expected to result in a very high response rate (85 to 95 percent).

4. Specifically the questions are intended to provide the Weather Service with customer insight on the following topics:

Question 1 - Responses will assist forecasters in deciding what parameters should trigger the issuance of short term forecasts and statements to keep the public informed via the media.

Question 2 - Responses will assist forecasters in planning for information dissemination and prioritizing products and product content.

Question 3 - Responses will help forecasters coordinate with various weather information vendors, and assist media outlets in solving dissemination glitches when they arise.

Question 4 - Responses will help forecasters to anticipate media needs for new or different information, which can then be provided in current products or in unusual circumstances, suggest the creation of new products.

Question 5 - This is a last chance for the person being interviewed to help forecasters better understand their need, and uses, for weather information.

This survey is not intended to measure GPRA performance measure.

Paperwork Reduction Act
DOC/NOAA Customer Survey Clearance Submission
OMB Control Number 0648-0342

NOAA Subagency National Weather Service	
Title Eastern Region Aviation Survey	
Burden Hour Estimates <div style="display: flex; justify-content: space-between;"><div>Number of respondents _____</div><div>Total Burden Hours _____</div></div> <div style="display: flex; justify-content: space-between;"><div>Hours Per Response <u>.1</u> (6 min.)</div><div>Cumulative Burden Hours Under Program Clearance</div></div>	
Agency Contact Name: Phone:	
Certification: The collection of information requested by this submission meets the requirement of the OMB approval for OMB control number 0648-0342. <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of Program Official</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>Signature of NOAA Paperwork Clearance Officer</div><div>Date</div></div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"><div>OIRA</div><div>Date</div></div>	

Service (NWS) offices in the Eastern Region (ME, NH, VT, NY, MA, CT, RI, OH, PA, WV, NJ, MD, VA, NC, SC) are seeking qualitative National Weather measurement of customer satisfaction with aviation weather products and services currently available from the NWS. Your voluntary participation in the following survey would be appreciated.

1. What type of aircraft do you operate?

- ☐ Small private
- ☐ Small commercial
- ☐ Airliner
- ☐ Glider
- ☐ Other _____

2. What type of flight rating do you have? VFR IFR

3. What NWS products and services do you most frequently obtain? (Check all that apply)

- ☐ Current weather conditions/observations
- ☐ Daily public weather forecasts
- ☐ ALocal@ Terminal Weather forecasts (TAFs)
- ☐ ALocal@ Route forecasts (TWEBs or TWEB synopsis)
- ☐ ANational@ Aviation forecasts (Area forecasts, Sigmets, Airmets)
- ☐ Monthly & seasonal climatological outlooks
- ☐ Other _____

4. How frequently do you obtain weather products and services from NWS?

- ☐ Continuously (more than once a day)
- ☐ Daily
- ☐ Weekly
- ☐ Several times a month

5. For how far into the future do you typically seek weather information?

- ☐ Next six hours
- ☐ Six to 24 hours
- ☐ One to three days
- ☐ Next five days or more
- ☐ Climate predictions for next month or beyond

6. Based on your experience, are there specific TAFs or TWEB route locations where forecasts are frequently erroneous? If so, please describe the problem, and where and when it occurs:

7. How do you obtain NWS products and services?
(Check all that apply)

- ☐ NOAA VHF weather radio frequencies
- ☐ U.S. Government Website
- ☐ Private Sector Website
- ☐ DUATS
- ☐ Cable TV
- ☐ Dedicated weather communication circuits (e.g., NOAA Weather Wire)
- ☐ Local radio/TV stations
- ☐ Visit the Forecast Office personally
- ☐ Flight Service Station
- ☐ Center Weather Service unit
- ☐ Other _____

8. In your opinion, what is the best technology to obtain pre-flight weather information?

9. In your opinion, what is the best technology to obtain in-flight weather information?

10. What weather information would you like to obtain from the NWS that is not currently available to you?

11. Do you have suggestions as to how the NWS can improve its products and services or the way they are disseminated?

☐ No

☐ Yes (explain).

Thank you!

Your name and address are requested, but are not necessary for your comments to be considered.

Name:

email:

Address:

OMB Control # 0648-0342

Expires xx/xx/xxxx

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the

services/products may be improved or made more useful. The information will be used to improve NOAA=s products and services. Responses to this survey are completely voluntary. No

confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 6 minutes per response. Send comments regarding this burden estimate or

any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject

to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork

Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Answers to Supplemental Questions for DOC/NOAA Customer Survey Clearance (OMB Control Number 0648-0342)

1. National Weather Service forecast offices in Eastern Region (ER) will be conducting this survey. Copies of the survey will be made available to all 23 ER Weather Forecast Offices (WFOs) and 4 ER Center Weather Service Units (CWSUs) that produce aviation weather forecasts and warnings used by the general public, airlines, and other government agencies.
2. This survey was developed to establish a very generalized understanding of customer use and satisfaction with existing NWS aviation products and services, and to see if new dissemination technologies exist that we are unaware of. Questions were based on the set of cleared qualitative questions about the uses of products, suggested formats, and other issues, obtained online at <http://www.rdc.noaa.gov/~pra/cust.htm>. Contact was made to NOAA Clearance Officer: Richard Roberts, OFA1x1, (301) 713-3525, ext. 212 via e-mail February 27, 2002, for advice on requesting clearance.
3. WFOs will conduct the surveys in their county warning areas of responsibility by making them available during routine visits to Flight Service Stations, at meetings with customer groups, and to pilots who walk into forecast offices for weather information. CWSUs will hand out the surveys to the ARTCC facilities they serve. Upon return of the surveys, each office will review the responses to gain a sense of customer satisfaction of NWS services within their area of responsibility.
4. The results of this survey will be used to determine:
 - a) If there are any user groups we are unaware of (# 1),
 - b) if there are particular problems with products that VFR pilots versus IFR pilots encounter (#2)
 - c) if pilots are using or need other products besides aviation forecasts (TAFs and TWEBs) in their flight planning, what would they be (#3),
 - d) if routine customers are more or less satisfied than casual customers with aviation products (#4),
 - e) if our aviation forecasts go out far enough in time to suit users (#5),
 - f) if there are geographic locations where customers perceive problems with forecast quality (#6),
 - g) how different user groups obtain aviation information before departing, and more importantly, if there are new technologies that people want that we should know about (#s 7-9),
 - h) if there is information customers would like, but we

are not currently providing (# 10), and
i) if there are any suggestions on how we may improve forecasts, services or dissemination (#11).

No statistical techniques will be used to analyze this data.
The data will not be used to draw statistical conclusions or generalize results to the entire aviation population, nor is it intended to measure a GPRA performance measure.

SUMMARY: The Director of the National Institute of Standards and Technology announces that the National Construction Safety Team Federal Advisory Committee will meet on June 22–23, 2004.

DATES: The meeting will convene on June 22, 2004, at 8 a.m. and will adjourn at 4 p.m. on June 23, 2004. Members of the public wishing to attend the meeting must notify Stephen Cauffman by close of business on Friday, June 18, 2004, per instructions under the **SUPPLEMENTARY INFORMATION** section of this notice.

ADDRESSES: The meeting will be held in the Employees Lounge, Administration Building, at NIST, Gaithersburg, Maryland. Please note admittance instructions under **SUPPLEMENTARY INFORMATION** section of this notice.

FOR FURTHER INFORMATION CONTACT: Stephen Cauffman, National Construction Safety Team Advisory Committee, National Institute of Standards and Technology, 100 Bureau Drive, MS 8611, Gaithersburg, Maryland 20899–8611, telephone (301) 975–6051, fax (301) 975–6122, or via e-mail at stephen.cauffman@nist.gov.

SUPPLEMENTARY INFORMATION: In accordance with the requirements of the Federal Advisory Committee Act, 5 U.S.C. App. 2, notice is hereby given that the National Construction Safety Team (NCST) Advisory Committee (Committee), National Institute of Standards and Technology (NIST), will meet Tuesday, June 22, 2004, from 8 a.m. to 5 p.m. and Wednesday, June 23, 2004, from 8 a.m. to 4 p.m. at NIST headquarters in Gaithersburg, Maryland.

The Committee was established pursuant to Section 11 of the National Construction Safety Team Act (15 U.S.C. 7310). The Committee is composed of nine members appointed by the Director of NIST who were selected for their technical expertise and experience, established records of distinguished professional service, and their knowledge of issues affecting teams established under the NCST Act. The Committee will advise the Director of NIST on carrying out investigations of building failures conducted under the authorities of the NCST Act that became law in October 2002 and will review the procedures developed to implement the NCST Act and reports issued under section 8 of the NCST Act. Background information on the NCST Act and information on the NCST Advisory Committee is available at <http://www.nist.gov/ncst>.

The primary purpose of this meeting is to provide an update on the World Trade Center (WTC) Investigation. The agenda will also include a discussion on

the Rhode Island Nightclub Investigation. The agenda may change to accommodate Committee business. The final agenda will be posted on the Internet at <http://www.nist.gov/ncst>.

Individuals and representatives of organizations who would like to offer comments and suggestions related to the Committee's affairs, the WTC Investigation, or the Rhode Island Investigation are invited to request a place on the agenda. On June 22, 2004, approximately one hour will be reserved for public comments, and speaking times will be assigned on a first-come, first-served basis. The amount of time per speaker will be determined by the number of requests received, but is likely to be 5 minutes each. Questions from the public will not be considered during this period. Speakers who wish to expand upon their oral statements, those who had wished to speak but could not be accommodated on the agenda, and those who were unable to attend in person are invited to submit written statements to the National Construction Safety Team Advisory Committee, National Institute of Standards and Technology, 100 Bureau Drive, MS 8611, Gaithersburg, Maryland 20899–8611, via fax at (301) 975–6122, or electronically via e-mail to ncstac@nist.gov.

The Assistant Secretary for Administration, with the concurrence of the General Counsel, formally determined on May 28, 2004, that portions of the meeting of the National Construction Safety Team Advisory Committee that involve discussions regarding the proprietary information and trade secrets of third parties, personal privacy of third parties, preliminary findings the disclosure of which might jeopardize public safety, data collection status and the issuance of subpoenas, and matters the premature disclosure of which would be likely to significantly frustrate implementation of a proposed agency action may be closed in accordance with 5 U.S.C. 552b(c)(4), (6), (3), (10), and (9)(B), respectively. The closed portion of the meeting is scheduled to begin at 3 p.m. and to end at 4 p.m. on June 23, 2004. All other portions of the meeting will be open to the public.

All visitors to the NIST site are required to pre-register to be admitted. Anyone wishing to attend this meeting must register by close of business Friday, June 18, 2004, in order to attend. Please submit your name, time of arrival, e-mail address and phone number to Stephen Cauffman and he will provide you with instructions for admittance. Non-U.S. citizens must also submit their country of citizenship, title,

employer/sponsor, and address. Mr. Cauffman's e-mail address is stephen.cauffman@nist.gov and his phone number is (301) 975–6051.

Dated: June 3, 2004.

Hratch G. Semerjian,
Acting Director.

[FR Doc. 04–13398 Filed 6–9–04; 12:37 pm]

BILLING CODE 3510–CN–P

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

[I.D. 060704A]

Proposed Information Collection; Comment Request; NOAA Customer Surveys

AGENCY: National Oceanic and Atmospheric Administration (NOAA).

ACTION: Notice.

SUMMARY: The Department of Commerce, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)).

DATES: Written comments must be submitted on or before August 13, 2004.

ADDRESSES: Direct all written comments to Diana Hynek, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6625, 14th and Constitution Avenue, NW, Washington, DC 20230 (or via the Internet at dHynek@doc.gov).

FOR FURTHER INFORMATION CONTACT: Requests for additional information or copies of the information collection instrument and instructions should be directed to Eugene McDowell, NOAA CIO/PPA1, 1315 East-West Highway, Silver Spring, MD 20910 (phone 301–713–3333 x207).

SUPPLEMENTARY INFORMATION:

I. Abstract

The National Oceanic and Atmospheric Administration (NOAA) is planning to seek renewed Paperwork Reduction Act approval for a generic clearance for customer surveys conducted by NOAA's program offices. Under the generic clearance, specific surveys are submitted to OMB for fast-track approval if they are consistent with the types of questions approved in the generic clearance. NOAA uses the surveys to determine whether customers

are satisfied with products and services received and to solicit suggestions for improvements.

II. Method of Collection

Various methods are used, but the primary method is either a paper or electronic form.

III. Data

OMB Number: 0648-0342.

Form Number: None.

Type of Review: Regular submission.

Affected Public: Individuals and households, Business and other for-profit organizations, Not-for-profit institutions, and State, Local, or Tribal government.

Estimated Number of Respondents: 70,000.

Estimated Time Per Response: Response times vary with the specific survey, but average 15 minutes or less.

Estimated Total Annual Burden Hours: 8,000.

Estimated Total Annual Cost to Public: \$10,000.

IV. Request for Comments

Comments are invited on: (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Dated: June 4, 2004.

Gwellnar Banks,

Management Analyst, Office of the Chief Information Officer.

[FR Doc. 04-13199 Filed 6-10-04; 8:45 am]

BILLING CODE 3510-22-S

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

[I.D. 060704D]

Proposed Information Collection; Comment Request; Western Alaska Community Development Quota Program

AGENCY: National Oceanic and Atmospheric Administration (NOAA).

ACTION: Notice.

SUMMARY: The Department of Commerce, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)).

DATES: Written comments must be submitted on or before August 13, 2004.

ADDRESSES: Direct all written comments to Diana Hynek, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6625, 14th and Constitution Avenue, NW, Washington, DC 20230 (or via the Internet at dHynek@doc.gov).

FOR FURTHER INFORMATION CONTACT: Requests for additional information or copies of the information collection instrument and instructions should be directed to Becky Carls, 907-586-7322 or becky.carls@noaa.gov.

SUPPLEMENTARY INFORMATION:

I. Abstract

The Western Alaska Community Development Quota (CDQ) Program allocates a portion of the quota for certain species in the Bering Sea and Aleutian Islands Management Area, in the Exclusive Economic Zone off the coast of Alaska to Western Alaska communities. So that the communities can start and support regionally-based commercial seafood or other fisheries-related businesses. NOAA Fisheries, Alaska Region needs to collect information to administer and manage the program. The information collected will be used to determine whether communities applying for allocations under the CDQ Program meet regulatory requirements, whether vessels and processors utilizing CDQ species meet operational requirements, and to monitor whether quotas have been harvested or exceeded.

II. Method of Collection

Community Development Plans (CDPs) are paper submissions. Substantial and technical amendments to the CDPs may be submitted by FAX or as paper submissions. The annual progress, budget, and budget reconciliation reports are paper submissions. CDQ Delivery Reports and CDQ Catch Reports are submitted by FAX or other electronic means. Observers are given their prior notice verbally.

III. Data

OMB Number: 0648-0269.

Form Number: None.

Type of Review: Regular submission.

Affected Public: Not-for-profit institutions and Business or other for-profits organizations.

Estimated Number of Respondents: 85.

Estimated Time Per Response: Proposed CDP, 520 hours; substantial amendment, 8 hours; technical amendment, 4 hours; annual progress report, 40 hours; annual budget report, 20 hr; annual budget reconciliation report, 8 hours; CDQ delivery report, 1 hour; CDQ catch report, 15 minutes; prior notice of offloading, 2 minutes; and prior notice of haul or set, 2 minutes.

Estimated Total Annual Burden Hours: 3,746.

Estimated Total Annual Cost to Public: \$1,000.

IV. Request for Comments

Comments are invited on: (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.